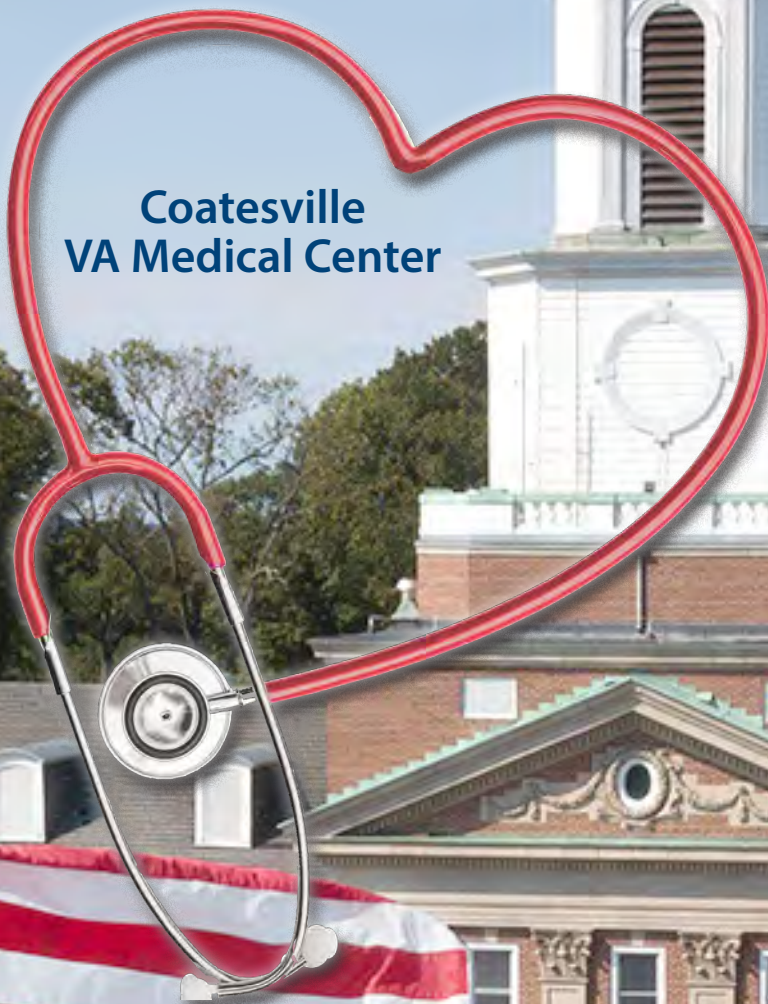


FY 2022 Annual Report

Coatesville
VA Medical Center



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Coatesville VA Medical Center



Jeffrey A. Beiler II
Medical Center Director



Jennifer Harkins, MS
*Associate Director
Finance and Operations*



Malisa Fritz, MSN, RN
*Associate Director
Patient Care Services*



Bruce K. Eagleson, MD
Chief of Staff

Our annual report is designed to share the medical center's highlights of FY22 with you and our stakeholders. It is an honor to serve our Veterans alongside our dedicated and hardworking employees and volunteers.

We have made substantial progress on our never-ending quest to provide exceptional health care for Veterans throughout our tri-county catchment area of Chester, Delaware, and Montgomery counties.

We pursued our four priorities of **Patient Satisfaction and Quality Care; Employee Satisfaction and Engagement; Workload Expansion**, and **Campus Modernization and Space Planning**, by listening to our Veterans and employees, leveraging our employee-inspired solutions and making principle-based decisions.

One of our highlights in expanding our services was the opening of our West Norriton Community Based Outpatient Clinic (CBOC). Since its opening in November 2021, we have added physical therapy, podiatry and a Tele-eye clinic to the already existing Primary Care, Mental Health and Specialty Care services. We are now looking forward to adding audiology and optometry services to the clinic operations in FY23. The Delaware CBOC expanded services as well, to include hearing-aid repair services, equipment evaluation by physical therapy, podiatry, and a Tele-eye clinic. The Coatesville VA Medical Center now offers cardiology, chiropractic, gynecological, pulmonary, and tele-dermatology services.

The Asset and Infrastructure Review (AIR) Commission report, which was released in March 2022, was thankfully repealed by July. The Coatesville VA Medical Center and its CBOCs are well positioned for the future as we move forward with the implementation of our master plan to continuously provide exceptional care and expand our services. That said, we look forward to opening building 2, and serving Veterans in our newly renovated Primary Care clinic, and building 4, will be the new home for Outpatient Mental Health services. As you read through this annual report, you will be introduced to the other ongoing construction initiatives, our successful survey evaluations, and celebrated awards.

We recognize the sacrifices made by all of our Veterans and their families, and we remain committed to providing them the highest quality health care available.

Sincerely,

Jeffrey A. Beiler II

Leadership

P R I O R I T I E S

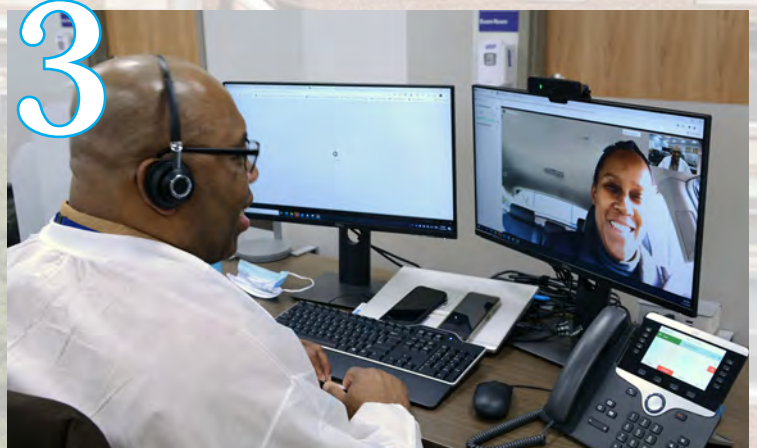
Patient
Satisfaction
and Quality
Care



Employee
Satisfaction
and
Engagement



Workload
Expansion



Campus
Modernization
and Space
Planning



2022 Strategic Initiatives and Accomplishments

Patient Satisfaction and Quality Care

INITIATIVES

ACCOMPLISHMENTS

Decrease New Patient Wait times for Mental Health access from 13.8 days down to 11 days

New Patient Wait Times - Mental Health

- As of October 2022, the wait time decreased to 8.6 days.

Decrease New Patient Wait times for Primary Care access from 8.9 days down to 7 days

New Patient Wait Times – Primary Care

- We did not achieve our goal. As of October 2022 the wait time increased to 15.2* days. Wait times by location:
 - CVAMC Main Campus: 11.8 days.
 - Delaware County VA Clinic: 8.4 days.
 - West Norriton VA Clinic: 26.4 days*.

* Increased demand and unexpected staffing changes temporarily drove wait times up.

Improve Residential Rehabilitation Treatment Program experience for Veterans by expanding clinical programming and Veteran activities by creatively maximizing current space

Enhancements to the Residential Rehabilitation Treatment Program

- Off-tour weekly and weekend activities for residents have increased by 63% compared to January.
- Mental Health Licensed Independent Practitioners are providing more individualized therapy sessions with Veterans.

Ambulance Transportation conduct cost/benefit analysis to determine feasibility of providing BLS transportation internally rather than by contract

Ambulance Transportation Analysis

- A cost benefit analysis has determined that it would be beneficial for CVAMC to operate its own ambulance service.
- We are actively recruiting additional fire fighters & paramedic staff to implement this initiative.

Workload Expansion

INITIATIVES

ACCOMPLISHMENTS

Increase Primary Care Uniques
by 5% by end of FY22

Increase Primary Care Uniques

- Did not achieve the 5% goal, but made significant efforts in hiring.
- To assist Veterans with filing a service-connected claim, Veterans Service Officers (VSO) are available Monday & Tuesday at CVAMC and every 2nd and 4th Wednesday at West Norriton.
- Advertising campaigns highlighting the CBOCs are in development, including a TV commercial, static billboards and digital media.

Referral Coordination initiative will maximize care provided within VA healthcare system to enhance continuity of care for the Veteran and reduce reliance on non-VA care

Referral Coordination

- In the past four months, more than 60% of **cardiology care** was provided within CVAMC.
- The VISN 4 Eastern Market (EM) goal is to increase the utilization of its Interfacility Consults (IFC) for ophthalmology to 45% (currently at 47.5% exceeding our goal).

Expand Specialty Care Services at Delaware County & West Norriton CBOCs by providing at a minimum three additional specialty care services at each CBOC to enhance access and reduce non-VA care

Expand Specialty Care Services at CBOCs

- West Norriton now offers physical therapy and podiatry. Future services include occupational therapy, geriatrics, gynecology, cerumen removal, chiropractic care, optometry and audiology.
- Delaware County offers hearing aid repair, podiatry and physical therapy (for equipment needs and one-time visits). Future services include gynecology, geriatrics and optometry.

Campus Modernization is a Priority

Ongoing Construction

Building 1, renovation for new dental clinic and patient experience offices.

Building 72, new flooring and HVAC system for the chapel

Building 2, new space/clinic renovations of the basement and first floor for the Patient Aligned Care Team (PACT)



outside entrance, building 2



main check-in first floor, building 2



main check-in first floor, building 4

Building 4, new space/clinic renovations of first and second floors for Outpatient Mental Health



before

Campus wide, new tunnel flooring



after

Completed Construction

Building 139, renovation of the dining facility
Completed September 2022



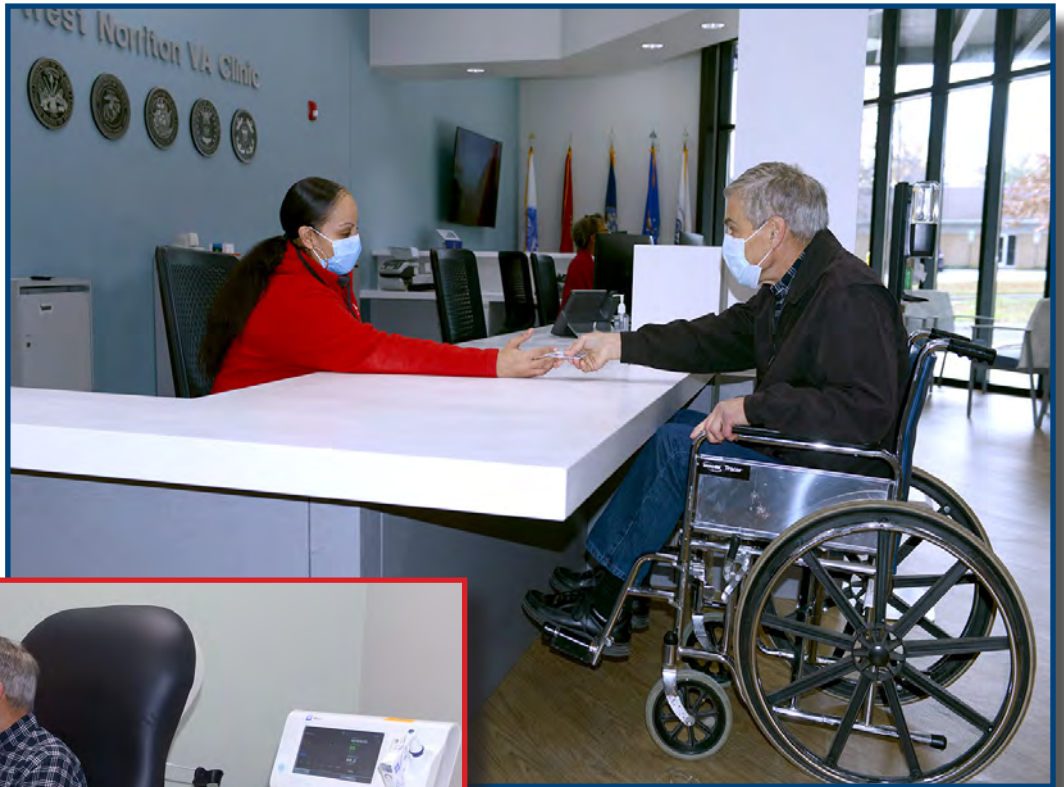
before



after

West Norriton Outpatient Clinic

The West Norriton VA Community-Based Outpatient Clinic opened in West Norriton on November 16, 2021 and began seeing Veterans on November 22. The 10,500 square foot clinic is a symbol of providing quality care and offers primary care, mental health care, women's health care, social work services, laboratory services, physical therapy, podiatry, and telehealth. Plans are in place to include audiology, optometry and chiropractic services for FY23.

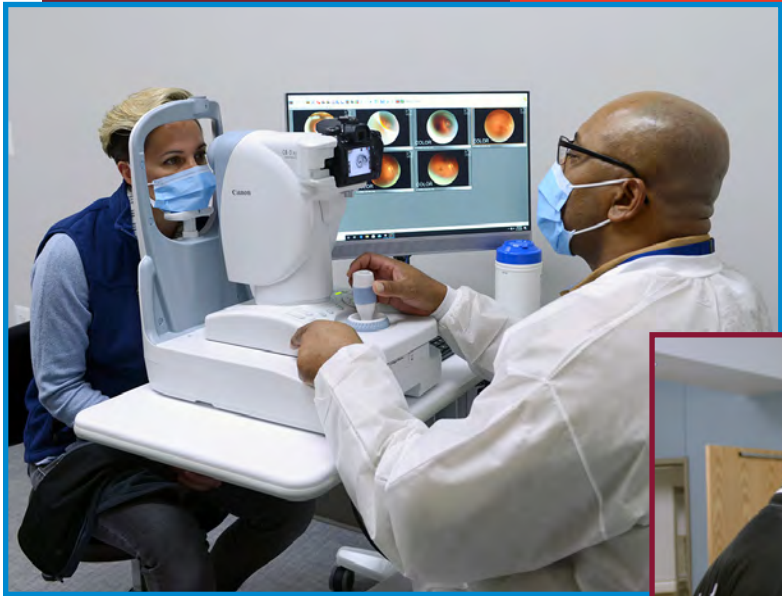


*To check on your eligibility
and to enroll please call our
Enrollment Coordinators at:
610-383-0265 or 0266*



Highlighting Expanded Services

| <i>Coatesville VA Medical Center main facility added:</i> | <i>Delaware County CBOC added:</i> | <i>West Norriton CBOC added:</i> |
|---|--|---|
| Cardiology Tele-dermatology Pulmonary Chiropractic Gynecology | Geri-focus Hearing Aid PT equipment evaluation & issuance Podiatry Tele-eye clinic | Geri-focus Occupational Therapy Physical Therapy Podiatry Tele-eye clinic Eligibility & Enrollment (Mondays & Tuesdays) Veteran Service Officer assist with Claims Representation (2nd & 4th Wednesdays of the month) Nutrition Clinic |



Enhancing Women's Health Care Services

The medical center is equipped to handle all routine gynecological care to meet women's health and wellness needs in every phase of their life. The gynecological care offers a wide range of services, from cancer screenings, birth control management, infertility, abnormal pap smear management, chronic pelvic pain, fibroids, menopause treatment to wellness counseling. If surgery or in-vitro fertilization is needed patients are then referred to either another VA center or for community care.



Staff Gynecologist Dr. Hema Jonnalagadda

Promise to Address Comprehensive Toxics (PACT) Act



The PACT Act expands VA health care and benefits for Veterans to burn pits and other toxic environmental exposures experienced during deployment. The medical center is capable of handling the phased approach to provide medical services to three categories of Veterans who served in operations in Southeast Asia, Southwest Asia, and East Africa. For more information visit www.va.gov/PACT

Forging Community Partnerships

Piloting a Veterans Response Team Initiative

Coatesville VAMC and Montgomery County partnered to pilot a Veterans Response Team (VRT) program to strengthen the relationship between key VA staff and community law enforcement agencies with the goal to train officers in helping Veterans access the care they need. VA Resources and Montgomery County Veteran community resources cover crisis intervention, housing, counseling support and health care.



CVAMC Police Sergeant Dennis Basmajian instructing a session

Food Pantry Opens

The Lincoln's Promise Food Pantry is the result of the Chester County Food Bank and the medical center's longstanding collaborative efforts to address food insecurity in Chester County. Any Veteran, enrolled or not, can stop by the pantry and select items they prefer to eat. The pantry is here whether Veterans just need a onetime hold over or they need longer term support and wish to shop with us once a month. The amount of food allowed is based on the number of people living in the Veteran's household.

For questions:
610-384-7711 ext. 3728
Availability:
Tuesday 10 am - 12 pm
Thursday 12pm - 3 pm



Meredith Kenny displaying some of the pantry's options

Center for Development & Civic Engagement (CDCE)



Patrick Harple, a VA Facilities and Engineering employee and longtime demolition derby driver, brought a unique activity idea to our Veterans. The goal – to pair Veterans and employees to design and paint his summer 2022 derby entry. With the help from employee and artist Jeff Kemp, the Veterans and staff spent two weeks getting the derby-car ready for the race. The Veterans painted each of the service branch emblems and the American flag, knowing that in the end – it would be demolished! The pride and spirit of creating this art together, side by side, was by far just the beginning of the energy behind this car. With Veterans in attendance at the race, they received a standing ovation from the crowd and a first place trophy for “Best in Show”! As we continue to bring art experiences to our campus we look back on this activity as a success that connected our campus in unexpected ways.



During the intense summer heat waves our community responded quickly to our request for fans and

window air conditioning units. Veterans in our supported housing and Home-Based Primary Care programs often lack the extra resources as they transition to permanent housing. Within days, CDCE collected over 20 new window units and 30 fans which were distributed by our case workers to Veterans whose health was at risk during these extremely hot days. We are humbled by the community support to come to the needs of our Veterans.



Our Medical Center is grateful for the ongoing support from the local Boy and Girl Scouts of America. Three scouts contributed their time planning, fundraising and using their talents to enhance several areas at our medical center.

Ned Glavin completed his Eagle Scout project by constructing and setting up a wooden holiday display.



Georgia Tomasic completed her Girl Scout Silver Award by designing several garden beds and fall plantings for the patio of our Community Living Center.

Connor Williams completed his Eagle Scout project by adding a flower bed to our Chapel area.



Special Events

Secretary of the Department of Veterans Affairs, Denis McDonough & Congresswoman Houlahan visit May 9, 2022



Public Service
Recognition Week
event

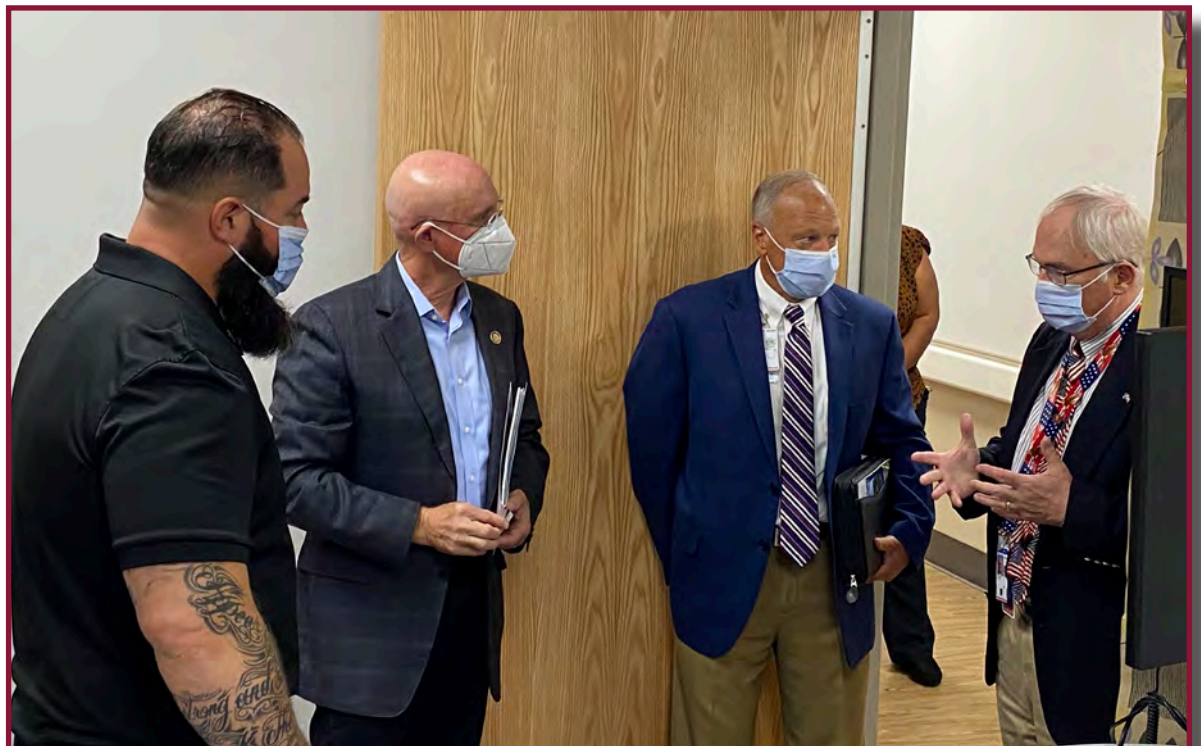




Congresswoman Chrissy Houlahan visits CVAMC - speaks to a group of Veterans and hands out Valentines for National Salute to Veterans



State Representative Joe Webster, 150th Legislative District, site visit at West Norriton CBOC



Special Events



Memorial Day Wreath Laying



Caregiver Support painting event in June





High Reliability Organization display

*Supporting homeless Veterans
through voluntary donations during
the VA2K Walk event*



Ask a Veteran event (students interviewing Veteran panel)



Special Events



Presenting a flag to Community Living Center Veteran during Veterans Week flag raising celebration





*Employee
Appreciation
Cookout*



*Congresswoman Chrissy Houlahan
visiting CVAMC Veterans on Veterans Day*



*Participation
in the annual
Suicide
Prevention
Awareness
5K run,
September*

Recognition

Community Living Center ranks number 1 out of 133 facilities

The Community Living Center (CLC) was recognized for their continued commitment to improving the quality of care and quality of life of CLC residents during an unannounced survey in October 2021. The CLC was commended on having no identified deficiencies and for having numerous best practices, which can be shared with other CLCs across the Veterans Health Administration. In July 2022, CLC was recognized for providing excellent care and services as the Ascellon Corporation team conducted a long-term care survey at the CLC, and once again, no clinical findings were reported. The release of the internal Strategic Analytics for Improvement and Learning (SAIL) Value Model ranked the Coatesville CLC number 1 out of 133 facilities. The SAIL is a performance report within VHA, which assesses key quality measures such as patient satisfaction and overall efficiency and compares results to other VA medical centers.

“Gold Standard” achieved by Mental Health

The Post-Traumatic Stress Disorder (PTSD) clinical team has been recognized for their efforts of performing above the national average and leading across the VA with the implementation of the measurement-based care initiative. Evidence-based psychotherapy and measurement based mental health care practices allow clinicians to have goal-based meaningful conversations with Veterans to track their progress over time. The process starts with clinical consultation, where reported symptoms are collected from Veterans. Findings and results are then shared amongst the provider team and Veteran to develop a treatment plan. Throughout treatment, symptoms are monitored and re-measured through patient-reported progress, such as symptoms and functioning, to determine which symptoms are improving and where adjustments are needed.

Human Rights Campaign Foundation’s Healthcare Equality Index designates CVAMC as a top performer

CVAMC is recognized by the Human Rights Campaign Foundation’s 2022 Healthcare Equality Index (HEI) as a top performer for LGBTQ equality. The HEI rating affirms that we are living up to our promise that all Veterans, families, caregivers, and survivor beneficiaries are welcome and receive the highest quality care.

Laboratory passed Joint Commission Inspection

In March 2022, the laboratory was accredited for two years after the Joint Commission inspected all areas of the Laboratory. This was a first-time survey of our Lab under the Joint Commission. Previously, inspections were conducted under the College of American Pathology.

CVAMC recognized for Green Environment

All of us enjoy the benefits from the facility’s ongoing green practices, earning the 2021 Environmental Excellence Award from Practice Green Health. The award is given annually to honor health care’s achievements in sustainability. CVAMC demonstrated its continuous improvement and expansion of programs intended to lower energy and water consumption, reduce and recycle, source products sustainably, and establish environmentally preferable purchasing criteria.

Green Gloves Initiative

This summer the medical center launched the “Green Gloves Initiative” to ensure that our facility remains a welcoming place. Green Glove stations were distributed throughout the campus and are found inside the main entrances to buildings 2, 3, 9, 69, 57, & 138. Each station is stocked with gloves and hand sanitizer and staff are encouraged to help keep the campus clean by being observant and disposing discarded trash.



CVAMC earns Arbor Day Foundation's Tree Campus Healthcare Recognition for the Third Year

The medical center earned the Arbor Day Foundation program's Tree Campus Health care facility recognition for the third year in a row. The medical center has consistently made positive impacts on the wellness of the surrounding communities through tree education, investment, and community engagement. Successfully completing each year's facility tree care plan starts with the dedicated grounds crew team, who tend the 140-acre property throughout the year by pruning, planting, mowing, and raking the greenspaces. Composting the grass and leaves while they work to beautify the campus is standard practice. The campus' accomplishments are tracked and recorded by Beth Ramsey, Green Environmental Management Systems (GEMS) Program Manager at Coatesville VAMC. “We established good policies and practices over the past few years, which has delivered positive results for the community of trees here at Coatesville VA and we are committed to continuing our efforts for 2022 and beyond.” Among the positive practices are conducting an inventory to identify trees and shrubs for removal, and planting replacements, protecting trees from invasive plants and insects like the Spotted Lanternfly, and partnering with community groups with common interests. The GEMS team is hard at work on this year's tree care plan and is already looking ahead to next year's plans.



COIN OF EXCELLENCE



The Coin of Excellence is presented to an employee for sustained superior performance or performing above and beyond normal expectations.

FY 2022 Recipients

Christopher Breitfeller - January 2022
Joseph Palmeri - May 2022
Marina Scott - May 2022
Elizabeth Valentine - May 2022
Marian Byrnes - May 2022
Darlene Brake - July 2022
Larishia Hammond - August 2022
Glenn Nolt - August 2022
Jolynn Meyer - September 2022
Ilene Kelly - September 2022
Brenda Bryant - September 2022
Gina Lucchesi - September 2022

Recognition



**FY 22 Employee
of the Year:**
Samuel Lopez
Boiler Plant Operator

FY 22 Employees of the Month

October 2021

Sara McGrath, *Advanced Medical Support Assistant*

November 2021

Zachary Willoughby, *Enrollment Coordinator*

December 2021

Daniel Whitmore, *Registered Nurse*

January 2022

Tammy Reese, *Financial Management Teller*

February 2022

Samuel Lopez, *Boiler Plant Operator*

March 2022

Rebekah Simmers, *Nursing Assistant*

April 2022

Robin Handwerger, *HUD-VASH Social Worker*

May 2022

Allison Harvey, *Charge Registered Nurse*

June 2022

Phyllis Twyman, *Food Service Worker*

July 2022

Tamika Brown, *Nursing Assistant*

August 2022

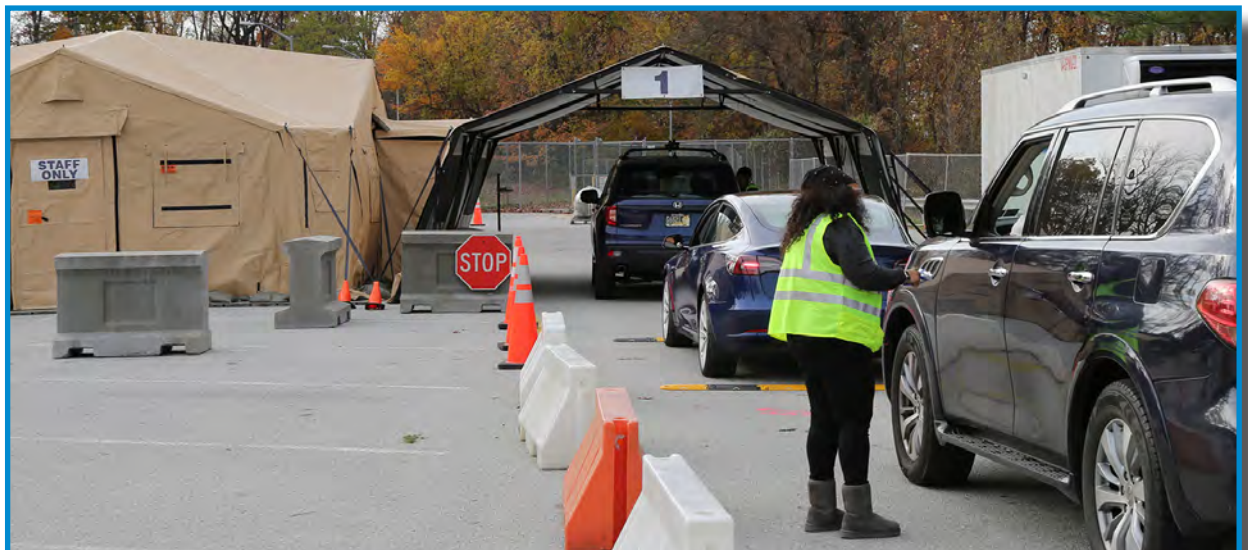
Isiah Dennis, *Lead Medical Support Assistant*

September 2022

Ivo Colon, *Social Worker*

COVID-19 and Flu Shot vaccination tent

October flu shot and COVID (booster) vaccination switched from building 38 to a drive-thru vaccine tent in Parking Lot F.



Statistics

Total Unique Patients
17,941
Male: 16,842
Female: 1,009

Outpatient Visits
197,562

Admissions
1,217

Delaware County CBOC
Uniques: 3,465
Outpatient Visits: 13,047

West Norriton CBOC
Uniques: 3,094
Outpatient Visits: 11,913

Operating Beds
302
Acute Mental Health: 28
RRTP/DOM: 148
CLC: 126

Research
Total Funding: \$339,095
Number of Projects: 11

Virtual Care
Encounters completed via Telehealth: 6,570
Tele-mental health care encounters: 26,900
Unique Veterans using secure messaging: 2,700
Unique Veterans served via e-consult: 76

Total Operating Budget
\$200,933,785
(this figure does not include Community Care)

Total Employees
1,189
Employees who are Veterans: 262
Nurses: 237
Physicians: 32



Voluntary Service (CDCE)
Volunteers: 143
Volunteer hours: 9,240
Student Volunteers: 5
Monetary donations: \$78,527
Tangible donations: \$365,140

Coatesville VA Medical Center
1400 Blackhorse Hill Road
Coatesville, PA 19320
610-384-7711

Delaware County VA Clinic
Marville Center
4883 West Chester Pike
Newtown Square, PA 19073

West Norriton VA Clinic
2495 General Armistead Avenue
Norristown, PA 19403

Enroll for VA health care today



**Veterans
Crisis Line**



**DIAL 988 then
PRESS 1**



**Refill
your VA
prescriptions**

**Having
thoughts of
suicide?**



**Make an
appointment**

**Veteran
service
officer
appointments**



**Access your
VA health
records
online**

**How was
our service
today?**



**Women
Veterans
health**

**Safe space
LGBTQ+
Veteran
care**



**Mental
health**

**Transportation
services**



Contact us on Facebook
www.facebook.com/CoatesvilleVAMC
or www.va.gov/coatesville-health-care

Editors: Kirk Fernitz - Mike Hamill ♦ Illustrator: Lynne Debiak
Photography: Community & Congressional Affairs
Facts and figures represented in this report are Fiscal Year 2022 data